



The Army Training Help Desk

*Customer Assistance for the TSS/LMS
9 November 2004*

Agenda

- ATHD Federation
- ATHD Technologies
- Value Added
- Impact on the Training Community
- ATHD Near and Long Term Objectives
- ATHD Fielding Process

ATHD Federation

- The ATHD currently consists of:
 - The eService Center powered by RightNow Technologies
 - A toll free telephone number (800-ASK-ATSC)
 - email (help@atsc.army.mil)
 - Web Address (<https://ask-atsc.atsc.army.mil>)
 - Federation partners (MANCSEN, PM-DLS, Infantry School)

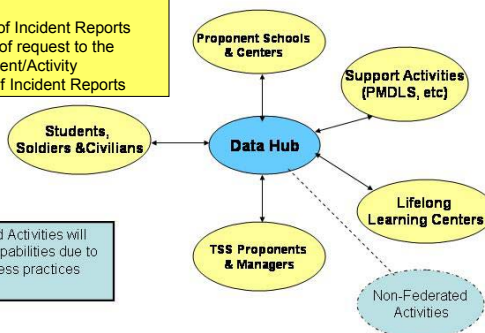
Army Training Help Desk Federation

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The Central Data Repository allows for:

- Real-time visibility of Incident Reports
- Smooth Transition of request to the appropriate Proponent/Activity
- Efficient Tracking of Incident Reports

Non-Federated Activities will have partial capabilities due to different business practices and software.



ATHD Technologies

- Web Trouble Tickets
- Dynamic FAQs
 - Self-Learning Knowledge Base
 - Customer Feedback
- Centralized FAQs in a Single Database
- E-mail sent to SME “Help” mailboxes is automatically converted to incident reports

Management and Agent Capabilities of the ATHD

- FAQ Proposal Process
- Metric Reporting:
 - Standardization, customization, & automatic distribution of reports
- Multi-Channel Environment
 - Emails, web questions and calls in the same queue
- Automated Skill Based Routing
 - Quick/easy customization of workflow rules (Tier 1-2-3 routing of requests)

ATHD Customer Self-Service

- 24 hour-a-day support
- Immediate access to information without having to wait for an e-mail response or a returned telephone call
- If answer is not available soldier can submit a question

The success of Web self-service depends upon the quality and quantity of information available and the ease with which it can be accessed.

Value Added

- Provides for 24/7 customer self-service capabilities with access to the ATHD knowledge base for faster, better, more consistent, and more accurate information.
- Provides a single entry point for soldiers with training assistance and support questions.
- Provides ability to track incidents and ensure that all requests for assistance or support are answered.
- Provides operational efficiencies through knowledge management, automation of processes, and centralization of customer service

ATHD Impact on the Training Community

- Timely access to up-to-date and relevant information related to Self-Development, Institutional and Operational Training Assistance and Support
- Provides Real-time TSS Customer Service related to all training environments e.g.,
 - Soldiers deployed in OIF, OEF and other GWOT related missions (Mission Rehearsal, Rock Drills, etc)
 - Soldiers engaged in Distributed Learning (Self-development)
 - Staffs/units planning and conducting training (Operational)
 - Reserve Readiness Commands, NG TAGs, Proponents, NCOES/OES and Institutional Training Divisions (Institutional)

ATHD Near Term

- Field the ATHD with 3 licenses per Activity/Proponent throughout TRADOC starting with LMS fielding and select LLCs
- Incorporate select TSS proponents/activities
- Introduce Collaboration, Basic Taxonomy & Search Engine

ATHD Long Term

- Continue fielding with LLCs
- Continue to incorporate additional TSS proponents into the federation
- Move to 24/7 operations
- Expand federation to include other players (i.e. Homeland Security, Air Force, Marines etc)

ATHD Fielding Process

- Pre-site survey/questionnaire
 - Identify Managers/Agents/Instructors
 - Identify Proponent/Agency's Current Capabilities
 - Identify Training Area requirements
- Site Survey
 - Manager/Agent Training (PH I) DL-Web Based
 - Assist with Workflow/Escalation Rules, Business processes and Drop Down Menus
 - Develop Basic Taxonomy (Proponent Specific)
 - Assist with FAQ identification and structure

ATHD Fielding Process (Con't)

- Site Training
 - Instructor Training (TSP Rehearsal)
 - Manager/Agent training (PH II) Resident
 - Populate FAQ data base
 - Assist with adding links on Website(s) and redirect email
 - Provide Manuals, SOP's, Pam's
 - Certify the Proponent ATHD and "Go Live"

Contacts

- <https://ask-atsc.atsc.army.mil>
- help@atsc.army.mil
- 1-800-ASK-ATSC
- karen.barrington@atsc.army.mil
- joe.escalera@atsc.army.mil



*Army Training Help
Desk
Demonstration*